

# PeachPass PRESS

[www.PeachPass.com](http://www.PeachPass.com)

Volume 5 AUGUST 2014

## Peach Pass Customer Service at Beaver Ruin DDS Ends on September 30



Beginning on September 30, 2014, on-site Peach Pass account services at the Beaver Ruin Department of Driver Services (DDS) location will be consolidated to the Hurricane Shoals location in Lawrenceville and the Peach Pass Customer Service Center at the Beaver Ruin location will close on that date.

This change in operations reflects the variety of ways customers now conduct transactions and the new payment and service options available to them. It's just the latest in a number of upgrades and enhancements instituted in the nearly three years since the opening of the I-85 Express Lanes in October 2011, including:

- New "Pay n GO!" Peach Pass available at CVS/pharmacy® and Walgreens® stores
- New permanent weave zone near Boggs Road
- Real-time toll-rate views on the Peach Pass website ([www.PeachPass.com](http://www.PeachPass.com))
- Peach Pass GO! mobile app

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More information will be available at the Beaver Ruin location well in advance of the service change. You can also learn more about account management options and the Pay n GO! Peach Pas at [www.PeachPass.com](http://www.PeachPass.com).

## Peach Pass Customer Service Survey Coming Soon



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SRTA is teaming up again with the Public Performance and Management Group (PPM) at Georgia State University (GSU) to conduct a customer opinion survey. This online survey will be sent to a random sample of Peach Pass customers via email from Georgia State University (addressed from [ppmsurveys@gsu.edu](mailto:ppmsurveys@gsu.edu)).

In appreciation for completing this survey, the State Road and Tollway Authority will offer a \$5.00 toll credit. The credit will be applied at the end of the survey period and can only be applied once to an account.

Here is additional information about the survey:

- The survey will be sent to a random sample of Peach Pass customers.
- The email invitation to the survey will be sent to customers in September.
- The subject line will read "Peach Pass Customer Survey."
- Answers are confidential.
- Completed surveys go directly into a database maintained by GSU and the results will be analyzed by researchers at GSU.

Thanks in advance for taking the survey! We appreciate your willingness to share your thoughts and opinions with us as we seek to improve your customer experience.

## "Georgia Express Lanes: Get in. Get Going"



Good news! The same Peach Pass that allows you to "GO!" in the I-85 Express Lanes will also provide you access to the entire "Georgia Express Lanes" network of existing and future tolling facilities.

In addition to the existing I-85 Express Lanes, the Georgia Express Lanes network will



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include new optional toll lanes constructed on I-75 and I-85.

Two new Georgia Express Lanes projects will break ground this fall:

- **I-75 South Metro project** -- 12 miles of new capacity in Clayton and Henry Counties (Target Opening Date: Early 2017)
- **Northwest Corridor project** -- nearly 30 miles of new lanes along I-75 and I-575 in Cobb and Cherokee Counties (Target Opening Date: 2018)

Georgia Express Lanes facilities will provide a choice for drivers to pay a toll for more reliable travel times, offer a clear path for transit operators and add a transportation alternative to the roads that exist today.

Whether you need to make it to a meeting on time, pick up the kids, get to the arena before tip-off or you simply want to GO!, Georgia Express Lanes will offer more reliable and predictable trip times when needed.

The lanes will operate with the same variable toll rate pricing used on the I-85 Express Lanes, where rates increase during peak travel times and decrease during off-peak times.

For information on Georgia Express Lanes and the various projects throughout metro Atlanta, please visit the Georgia DOT's website. ([www.dot.ga.gov/expresslanes](http://www.dot.ga.gov/expresslanes))

## GRTA's Xpress Celebrating a Decade of Service



*Kirk Fjelstul (center), GRTA Acting Executive Director, and Mark Nice (left), Director of Vehicle*

*Maintenance, celebrate 10 years of Xpress service with riders at the Newnan Park-and-Ride.*

This year, the Georgia Regional Transportation Authority (GRTA) Xpress commuter coach service is celebrating its first decade of operation.

The first two Xpress routes-downtown Atlanta service from Conyers and from Jonesboro/Hampton-started on June 7, 2004. Today, Xpress has grown to 33 routes in 12 metro Atlanta counties, and draws riders from 44 counties across the region. In the first 10 years of service, Xpress has provided a total of nearly 17 million passenger trips.

In honor of the value Xpress has brought to the region for the past 10 years, Governor Deal proclaimed June 2-6, 2014 as Xpress Week for the state of Georgia. Throughout the summer at appreciation events at each park-and-ride lot, Xpress has celebrated this milestone with riders, who are the driving force behind the service's continued growth and success.

Visit [blog.XpressGa.com](http://blog.XpressGa.com) for more information, including event photos and an anniversary letter from acting director Kirk Fjelstul. For more information about Xpress, visit [XpressGa.com](http://XpressGa.com).

## Changed Vehicles or Credit Cards? Update Your Peach Pass Account

If you have purchased a new vehicle or changed license plates, SRTA reminds you to add your new vehicle and/or plate information to your Peach Pass account to avoid violations when using the I-85 Express Lanes.

You'll need to order a new transponder if you have a new vehicle, as transponders cannot be transferred from one vehicle to another. In addition, be sure to have us deactivate the transponder on your old vehicle to avoid paying tolls accrued after it is traded in or sold. If you've got a new license plate, you only need to update that information on your Peach Pass account to avoid violations.

Peach Pass customers can update their vehicle and license plate information and order a new transponder online by accessing their accounts at [www.PeachPass.com](http://www.PeachPass.com) and clicking on the "Open/Manage Your Account" icon (*must have user id and password*). You can also update your account to reflect vehicle or license plate changes by phone at 1-855-PCH-PASS (724-7277) or in person at one of three Peach Pass Customer Service Centers located at:

### **Peach Pass Walk-up Center**

State Road and Tollway Authority  
47 Trinity Avenue, Ground Floor



**Expired or new credit card?**

Update your Peach Pass account and avoid violations.  
**Call 1-855-PCH-PASS (724-7277)**  
or visit  
**[www.PeachPass.com](http://www.PeachPass.com)**

Atlanta, GA 30334

**Department of Driver Services** (Closing September 30, 2014)

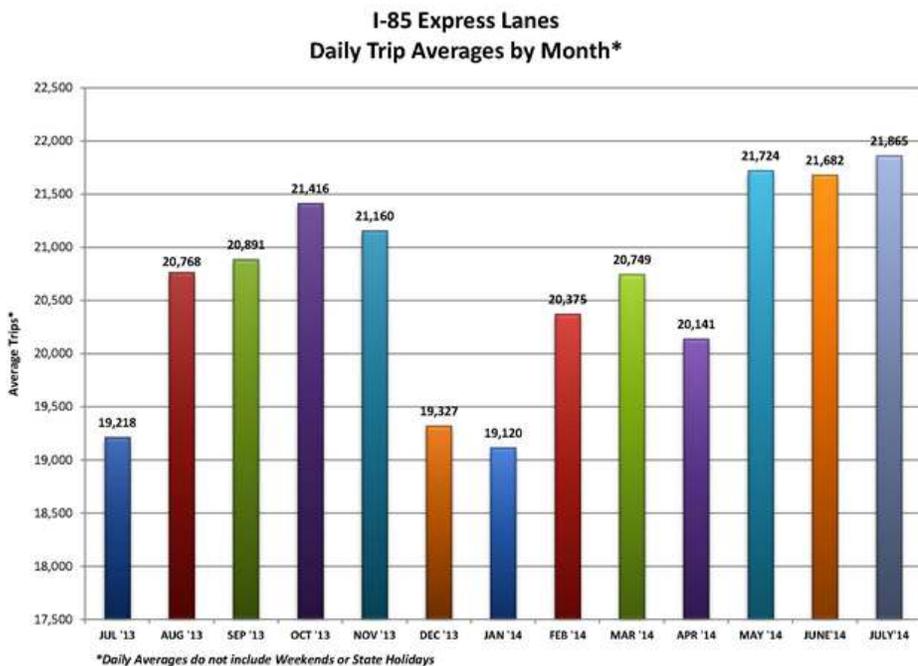
2211 Beaver Run Road  
Norcross, GA 30071

**Department of Driver Services**

310 Hurricane Shoals, NE  
Lawrenceville, GA 30046

Go to [www.PeachPass.com](http://www.PeachPass.com) for more information on updating your license plate or vehicle information.

## I-85 Express Lanes Usage



In May, June and July 2014, motorists averaged more than 21,000 Express Lane trips a day for those months--2,300 more daily trips than recorded in those same months the previous year.

In addition, the total number of trips taken May-July 2014 far exceeded the number for those months in 2013 by nearly 220,000--more than 1.6 million trips in 2014 compared to 1.4 million for May, June and July 2013.

[Click here](#) to view more I-85 Express Lanes monthly travel data.

## FAQs Answered

Each issue of this newsletter will include questions received from the public and the corresponding responses. A full list of [frequently-asked questions](#) can be found on the

Peach Pass web site [www.PeachPass.com](http://www.PeachPass.com).

**QUESTION:** I have several vehicles, including a toll-exempt motorcycle, on my Peach Pass Personal Toll account. How can I make sure that my account is not charged for motorcycle trips in the I-85 Express Lanes?

**ANSWER:** Toll-exempt vehicles on your Personal Toll account (motorcycle, AFV vehicle or carpool of 3 or more), must be in "non-toll" mode when using the I-85 Express Lanes to receive a toll-free ride. So be sure that the Peach Pass associated with your motorcycle is designated "non-toll" at least 15 minutes before accessing the lanes.

You may change your toll mode online at [www.PeachPass.com](http://www.PeachPass.com) or use the "Peach Pass GO!" mobile app for iPhone®, iPad®, iPod Touch® and Android® (**version 2.3 and higher**) devices. You can change your toll mode for 4 hours, 1 day, weekdays or an indefinite period of time. Motorcycles using the I-85 Express Lanes are always toll-exempt, so we recommend you select the "indefinite" timeframe for the associated Peach Pass. Toll mode changes must be completed at least 15 minutes before using the roadway.